

# **REQUEST FOR PROPOSAL**

## **CONSOLIDATED BANKING AND ARMORED CAR SERVICES FOR THE DIVISION OF MOTOR VEHICLES**

### **I. BACKGROUND**

The Department of Transportation, Division of Motor Vehicles (DMV), currently uses armored car services for its daily deposit requirements at its motor vehicle facilities throughout the State. This mechanism enables the DMV to consolidate and standardize the collection and the deposit of the daily receipts.

Currently there are forty-six (46) DMV agencies and four (4) State regional offices in New Jersey. See **EXHIBIT A** for the complete agency listing including addresses and late night opening. Armored car service for all agencies will be a requirement under the contract.

Currently, the motor vehicle agencies are limited to a Monday through Friday operating schedule. However, during the contract term, the State will reserve the option to extend its days of operation to include Saturdays. There *may* be a requirement for a Saturday armored car pickup for all or a limited number of agencies.

Additional consumer payment options may be implemented during the contract term, such as credit and debit card transactions, which would reduce, but not eliminate, the check and cash transactions. Please note, the credit/debit card function/activity will not fall under the purview of this contract.

## II. PURPOSE AND INTENT

The purpose of this request is to solicit proposals from qualified New Jersey banks who are capable of performing consolidated Motor Vehicle depository services, on-line reporting, inquiry and communication functions, along with ancillary armored car services, and to perform these functions and requirements satisfactorily as defined in this Request for Proposal (RFP).

The State has broken down the counties into three zones for identification and bidding purposes as follows:

**ZONE 1** Consisting of 6 counties and a total of 17 agencies.

<u>COUNTY</u>	<u>AGENCIES</u>
Bergen	5
Essex	3
Hudson	3
Passaic	3 (Including the Wayne Regional Service Center)
Morris	2
<u>Sussex</u>	<u>1</u>
TOTAL	17

**ZONE 2** Consisting of 6 counties and a total of 13 agencies

<u>COUNTY</u>	<u>AGENCIES</u>
Union	3
Middlesex	3
Monmouth	4 (Including the Eatontown Regional Service Center)
Somerset	1
Hunterdon	1
<u>Warren</u>	<u>1</u>
TOTAL	13

**ZONE 3** Consisting of 9 counties and a total of 20 agencies

<u>COUNTY</u>	<u>AGENCIES</u>
Mercer	4 (Including the Trenton Regional Service Center)
Burlington	2
Camden	3
Gloucester	3 (Including the W. Deptford Regional Service Center)
Salem	1
Cumberland	2
Ocean	3
Atlantic	1
<u>Cape May</u>	<u>1</u>
TOTAL	20

**EXHIBIT B** is a map of New Jersey geographically outlining the three zones, identifying the counties in the zones and the number of agencies in each county.

Currently, the motor vehicle agencies are limited to a Monday through Friday operating schedule. If the DMV extends its days of operation to include Saturday hours, whole or partially, the State may choose to have either a Saturday armored car pickup, or waive the Saturday pickup and have a double deposit pickup on Monday, representing two days' deposits.

During the term of the contract, the State reserves the right to add, delete or move agencies, or change hours of operation, as the need arises. The vendor must accommodate these changes within one week or less of notification of change.

The Bank has the option of bidding on one zone or multiple zones. Therefore, each zone must be priced separately for armored car services. The bank may utilize more than one armored car subcontractor either within one zone, or in different zones. However, if multiple subcontractors are used within one zone, only one armored car pickup price will be acceptable within that zone for similar services.

Only one depository account will be established per bank regardless of the number of zones awarded to that bank.

### **III. TERMS AND CONDITIONS**

#### **A. Applicable Rules and Regulations**

It is agreed and understood that any contract awarded as a result of this proposal shall be governed and construed and the rights and obligations of the parties hereto shall be determined in accordance with the laws of the STATE OF NEW JERSEY.

The terms and conditions of the State's RFP supersede any conflicting terms and conditions submitted by the bank/contractor unless waived by the State or modified and mutually agreed to in writing.

The vendor bank must be a state or nationally chartered bank, with branches in the State of New Jersey, and be in compliance with all federal and/or New Jersey State laws governing all services to be awarded.

The bank must be a member of the Federal Reserve direct wire system.

All services must be the responsibility of the primary vendor. The State will not enter into any agreements with subcontractors.

#### **B. Timetable of Events**

The State reserves the right to modify any of the cited dates upon notification to the vendors.

<u>EVENT</u>	<u>DATE</u>
Issuance of Request	January 14, 2003
Mandatory Bidders' Conference	January 29, 2003
Proposal Due Date	March 3, 2003
Anticipated Award Date	April 14, 2003

Conversion/System Testing

Immediately Following the  
Award Date

Contract Commencement

July 1, 2003

**C. Mandatory Bidders' Conference**

Attendance at the following bidders' conference is a prerequisite for proposal submission.

DATE: January 29, 2003

TIME: 10:00 a.m.

PLACE: Department of the Treasury  
33 West State Street  
Purchase Bureau Bid Room, 9<sup>th</sup> Floor  
Trenton, New Jersey

During the conference, the RFP requirements will be reviewed and questions from interested bidders will be addressed. This is the only opportunity for the interested bidders to address any technical questions relative to the RFP document. Any deferred questions will be responded to in writing, either in hard copy, e-mail to the attendees, or via the OBM Banking Services' web site.

Oral explanations given anywhere but at the bidders' conference shall not be binding.

**D. Revisions to the Request for Proposal**

If it becomes necessary to revise any part of the RFP prior to the mandatory conference, time permitting, revisions will be made in the form of a written addendum and made available on the OMB Banking Services' web site. Also, that same

addendum, in hard copy, will be provided to all vendors who attend the mandatory conference. If revisions are necessary after the mandatory conference, the revisions will be provided either in hard copy to the attendees, e-mail to the attendees, or via the OMB Banking Services' web site.

Acknowledgment of the receipt of all amendments/revisions will be required accompanying any submitted proposal.

**E. Proposal Due Date**

In order to be considered for selection, one original, clearly marked "ORIGINAL", signed by an officer who is authorized to bind the respondent contractually, and seven (7) copies of the proposal must arrive on or before the date specified in the Timetable of Events, and addressed as follows:

Terry Pinzolo  
Office of Management and Budget  
Cash Management Unit  
33 West State Street, 5<sup>th</sup> Floor  
P.O. Box 221  
Trenton, New Jersey 08625-0221

**F. Oral Presentation and Vendor Site Visitation/Inspection**

Vendors who submit a proposal may be required to give an oral presentation to the evaluation committee. This will provide an opportunity for the vendor to clarify or elaborate on its proposal. An oral presentation does not provide the vendor the opportunity to change the original bid or correct any deficiencies in its proposal. Vendors should not construe the invitation for an oral presentation to imply any acceptance or rejection of bids. The Department of the Treasury, Cash Management Unit, will schedule the presentations.

At the time of proposal evaluation, the State reserves the right to inspect the bank's facilities, including any and all subcontractors' facilities. Any time after award, the

State reserves the right to inspect the bank's facilities, including any and all subcontractors' facilities, without prior notice by the State. However, if circumstances warrant prior notice because of security or proprietary considerations, please include an explanation of such reservation in your response. Failure to comply with this request may result in disqualification or termination of the contract.

Prior to contract award, the oral presentation and vendor site inspection may be combined.

#### **G. Contract Award**

The entire contents of the RFP, all addenda and the bank's proposal will become the basis for any award resulting from this solicitation.

The State of New Jersey reserves the right to reject any or all proposals, to award to other than the low bidder, to award in whole or in part, and to waive any minor informalities not in compliance with the specifications or terms and conditions of the request if deemed in the best interest of the State to do so.

Any statistics or values shown in the RFP are either based on past history, or best estimates. The future quantities, values or activities may be more or less than those noted herein and could change during the course of the contract term.

#### **H. Length of Contract**

The contract will be for a three (3) year term.

The bank may not close any account until officially notified by the Department of the Treasury, Cash Management Unit.

Any agreement executed as a result of this acquisition process is contingent upon the State Legislature appropriating such funds as necessary, to the extent such funds are necessary, to pay the bank for services rendered.



## **I. Contract Extension**

The State will have the option to extend the contract for three (3) one-year periods, or any portion thereof, if it is deemed in the best interest of the State to do so. The bank will be notified of the State's intent at least ninety (90) days prior to the expiration date of the existing contract. The bank will have fifteen (15) calendar days to respond to the State's request. If the bank agrees to the extension, all terms and conditions of the original contract will apply.

At the time of contract extension, an increase in price will be considered. The unit prices during the extension periods may be adjusted utilizing the Consumer Price Index unadjusted for All Urban Consumers, New York-Northern New Jersey Region and Philadelphia-South Jersey Region using a 2/3 to 1/3 weight respectively, as published by the Bureau of Labor Statistics of the United States Department of Labor. For price adjustments during the option periods, the prices may be increased by the same percentage as the percentage increase shown in the index for January of the extension year compared to the Index for January of the prior year or for the most recent reported twelve-month period. At the time of the extension option, the bank must include in their response to the State the price increases, from and to, for each of the line item charges, along with supporting Labor Statistics documentation. The State will then independently verify the price adjustment.

## **J. Termination of Contract**

The State reserves the right to terminate any agreement entered into as a result of this RFP providing written notice has been given to the bank at least thirty (30) days prior to such proposed termination date unless otherwise provided herein. At contract termination, the bank must cooperate fully with the State and the new contract vendor to affect a smooth transition.

## **K. Contract Continuity/Transitional Period**

In the event the service or services are scheduled to end by contract expiration or to be terminated by the State (at the State's discretion), and if requested by the State,

the bank must continue the service(s) until new service(s) can be completely operational. At no time shall this transitional period extend more than ninety (90) days beyond the expiration date of the existing contract. The bank will be reimbursed for this service at the rate in effect when this transitional period clause is invoked by the State.

#### **L. Unanticipated Services**

Should additional State initiated work be required which is beyond the scope of this RFP, the State of New Jersey reserves the right to negotiate with the awarded vendor reasonable fees for services unanticipated or not existing at the time of the awarding of the contract. If required, the State will request a written cost estimate and a schedule of the work plan. The State must approve the fees and/or work plan prior to initiation of the work. Upon failure to arrive at a negotiated fee schedule and work plan, the State may, at its option, contract for the services through a competitive process.

#### **M. Prime Contractor Responsibilities**

The selected bank, **and any successor bank** (in the event of merger/acquisition or other change in operating status), will be required to assume sole responsibility for the complete effort of any contract(s) awarded to the bank subsequent to its bid submission, and assume all cost incurred by the State, directly or indirectly, in connection with or as a result of the transition. If a merger/acquisition has been announced prior to or during the bank's proposal preparation period, identify all relevant or emerging dates surrounding the merger relative to official name change, system changes, account number changes, etc. if known at the time of bid submission.

The State will consider the prime contractor to be the sole point of contact with regard to contractual matters. The prime contractor is responsible for the professional quality, technical accuracy, timely completion of any and all services awarded to the bank as a result of the solicitation, and without additional compensation, correct or revise any errors, omissions, or other deficiencies in his

products, services, reports, equipment, information, etc. in order to meet the requirements as specified herein.

**N. Subcontracting**

All subcontractors must be approved by the State. If the bank has knowledge prior to proposal submission date that any part of the work covered by this request will be subcontracted, the bank shall identify the subcontracting organization, its officers and the contractual arrangements made therewith, and state what services are to be subcontracted.

If, during the contract term, the bank desires to employ or replace any subcontractor, the bank must provide ninety (90) days written notice to the State. The State will evaluate the replacement firm's qualifications. No replacement firm shall begin work without prior State approval.

The prime contractor is totally responsible for adherence by the subcontractor to all provisions of the contract between the bank and the State. Nothing contained in these specifications or subsequent specifications shall be construed as creating any contractual responsibility between the subcontractor(s) and the State.

**O. Assignment**

The bank is prohibited from assigning, transferring, conveying, subletting or otherwise disposing of this agreement or its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation without the previous consent and approval, in writing, by the State. Unless otherwise agreed to in writing by the State, the assignee shall bear all cost incurred by the State, directly or indirectly, in connection with or as a result of such an assignment.

**P. Cost Liability**

The State of New Jersey assumes neither responsibility nor liability for costs incurred by banks prior to issuance of an agreement, contract or purchase order.

**Q. Ownership of Material**

Ownership of all data, material and documentation originated and prepared exclusively for the State pursuant to any contract shall belong exclusively to the State and shall be delivered to the State upon thirty (30) days notice by the State.

**R. Data Confidentiality**

All data contained in the documents or files supplied by the State are to be considered confidential and shall be solely for the use of the State. The bank will be required to use reasonable care to protect the confidentiality of the data. Any use, sale or offering of this data in any form by the bank, its employees, subcontractors, or assignees is prohibited and may cause termination and legal action to be taken, with all cost of any such legal action to be borne by the bank.

**S. Promotional Use Prohibited**

Banks will be prohibited from advertising or promoting any trade or business by reference to any agreement or services performed hereunder, including the issuance of news releases, resulting from any award.

**T. Accounting Records**

The bank is required to maintain accounting records and other documentation needed for the execution of any and all agreements. This will include, but not be limited to, copies of deposits, monthly invoices and monthly analyses. These records must be made available to the State at all reasonable times during the contract term and for a period up to seven (7) years from the date of final payment.

The State reserves the right to have its personnel, or its designated representatives, monitor and audit as often as the State deems necessary, the activities and related processing and accounting records of the bank and all subcontractors, to ensure proper compliance to the terms as specified within this document.

The vendor must provide adequate facilities for the State auditors to use when they perform their regular and random audits.

**U. Severability Clause**

In the event that any provision of this RFP or any agreement executed in accordance herewith shall be held invalid or unenforceable by any court of competent jurisdiction, such holding shall not invalidate or render unenforceable any other provision.

**V. Indemnification**

The vendor shall assume all risk of and responsibility for and agrees to indemnify, defend and hold harmless the State and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments, costs and expenses in connection therewith on account of the loss of life, property, or injury or damage to the person, body or property of any person or persons whatsoever, which shall arise from or result directly or indirectly from the work and/or materials supplied under any agreement. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement.

**W. Insurance**

The bank will furnish to the State such evidence of insurance as the State may require at the time of award and for all periods during the term of the agreement and any extensions to the agreement.

For all coverages and renewals, the documents must contain the proviso that the insurance provided shall not be canceled for any reason except after thirty (30) days written notice to the State of New Jersey, Department of the Treasury. All insurance shall be written for not less than any limits of liability herein specified or required by law, whichever is greater.

1. Comprehensive General Liability policy as broad as the standard coverage forms currently in use in the State of New Jersey which shall not be circumscribed by any endorsements limiting the breadth of coverage. The policy shall be endorsed to include:

- Broad Form Comprehensive General Liability
- Products/Completed Operations
- Premises/Operations

The limits of liability for bodily injury and property shall not be less than \$1 million per occurrence as a combined single unit.

2. Automobile Liability Insurance which shall be written to cover any automobile used by the insured. Limits of liability for bodily injury and property damage shall not be less than \$1 million per occurrence as a combined single limit.

3. Worker's Compensation Insurance applicable to the laws of the State of New Jersey and Employers Liability Insurance with limits not less than:

- \$100,000 Bodily Injury Each Occurrence
- \$100,000 Disease Each Employee
- \$500,000 Disease Aggregate Limit

#### **X. Conflict of Interest**

No award will be made to a vendor who in the opinion of the Department of the Treasury has interests, business ventures, proprietorships, employment, or public office, which would create a conflict of interest. The State reserves the right to question vendors with respect to actual or potential conflicts of interest.

**Y. Public Records**

The entire content of each bid response is a public record and, as required by New Jersey Law, is available for public inspection. Persons who wish to read proposals must make an appointment by calling the Department of the Treasury, Office of Management and Budget, Cash Management Unit at:

(609) 633-7912

(609) 292-4468

(609) 292-4604

**Z. Single Response**

A single response to this RFP may be deemed a failure of competition; and, at the option of the Treasurer, the RFP may be canceled. Likewise, receipt of only one response may allow the Treasurer to claim it as a valid sole source acquisition of services.

#### **IV. OTHER MANDATORY PROVISIONS**

##### **A. Financial Statements**

As part of the proposal, the prime vendor and any subcontractors, directly involved in providing any part of the services, must submit their latest audited financial statements, or financial comments, if a privately held company.

##### **B. Stockholder Disclosure Form**

The bank and all its known subcontractors must complete the enclosed Stockholder Disclosure Form and return it with the submitted proposal. See **EXHIBIT C** for the Stockholder Disclosure Form.

##### **C. Non-discrimination Law**

All parties to any contract with the State of New Jersey agree not to discriminate in employment and agree to abide by all anti-discrimination laws including those contained within N.J.S.A. 10:2-1 through 10:2-4, N.J.S.A. 10:5-1 et seq. and N.J.S.A. 10:5-31 through 10:5-38, and all rules and regulations issued there under.

##### **D. Disaster Recovery Plan**

As part of any contract award, the vendor shall be required to maintain a disaster recovery plan designed to minimize any disruption to the services being performed. The disaster recovery plan, contingency and backup procedures shall be made available for review by the State. Given the worse case scenario, the vendor should be completely functional within 24 hours of a major disaster. The bank must fully cooperate during any and all disaster recovery testing operations initiated by the State.



## **E. Collateralization of Deposits**

The State Treasurer shall require from the bank a deposit of bonds, notes, certificates of indebtedness of bill or other obligations of or guaranteed by the United States; or other obligations of or guaranteed by the State of New Jersey; or any other obligation now or hereafter authorized by the law as security for public deposits.

For the total bank balances resulting from the account, the collateralization requirement must adhere to the Department of the Treasury Collateralization Policy Statement as noted in **EXHIBIT D**.

## **F. Proof of Registration Requirements**

Public Law 2001, Chapter 134 requires all contractors and subcontractors providing goods/services to State agencies and authorities to provide the contracting agency or authority with proof of registration with the Department of the Treasury, Division of Revenue.

The Division of Revenue's Client Registration Bureau provides proof of registration certificates to all registrants. Business Registration Certificates (BRC) list basic business identification information and unique registration sequence numbers that can be verified by the Client Registration Bureau.

The vendor must obtain a BRC prior to initiating or renewing any contractual engagement involving the expenditure of public funds. If the proposed vendor intends to employ sub-contractors, the vendor must provide a BRC from all proposed sub-contractors.

The basic registration process involves filing Form NJ-REG. Toward this, two of the State's Internet site pages may prove useful. First, an overview of the NJ-REG process is found on <http://www.state.nj.us/njbgs/bgsclientreg.htm>; this page contains links to downloadable instructions and paper forms. Second, NJ-REG may be filed on-line; from <http://www.state.nj.us/njbgs/services.html>; select "On-Line Services,

One-Stop Business Filing and Registration” then “Register a Business for Tax and Employer Purposes”.

## **V. PAYMENT METHOD AND TERMS**

The State will pay for vendor services with fees and compensating balances when they exist. It is the State's intent to maintain compensating balances at a minimum and to pay for services primarily with fees. However, at the discretion of the Department of the Treasury, cumulative excess balance credits, if available from other State demand account balances, may be used as compensation for the services rendered under this contract.

### **A. Compensating Balances**

The compensating balance will be considered as the total average collected balance of the account(s) less a factor for non-earning reserve requirements. It is the State's policy to deposit sufficient funds to meet the needs of the account(s) and to avoid the maintenance of sizable balances. However, for any balances that do exist, the State requires full compensating balance credit.

The basis for the earnings rate will be determined from the average of each month's 13-week Treasury Bill auctions. All auctions for which the settlement date falls in that month will be included in that month's simple average. The coupon equivalent yield of each auction will be used. The earnings rate developed will be applied each month against the average daily net collected balance to determine the value of vendor bank services earned that month with compensating balances. If the earnings of the compensating balances exceed the value of the total bank services provided in any month, the excess will be applied to subsequent monthly analyses on a continuous basis without regard to calendar year end.

### **B. Payment Terms**

If necessary, the bank will invoice the State monthly. The bank must provide the invoice within 30 days after the close of each month (on a calendar month basis) for which services were provided. The standard State of New Jersey purchase voucher and instructions for preparation of the form will be provided to the bank after contract award.

### **C. Monthly Analysis**

Together with the invoice, the bank must provide a monthly analysis that will contain on one page of the analysis report, the monthly average collected balance for each account, using a separate line for each account. On the same line for each account, the total monthly activity for each billable category will be presented so that every category of activity for each account appears on one line of the report. A separate report page for each account is not acceptable. The balances and each category of billable activity will be totaled and then carried to the summary page of the analysis. On the summary page, the reserve requirement will be applied against the total collected balance of the account(s), with the average Treasury Bill **yield** used to calculate the compensating balance earnings for the month. The contract prices will be applied against the total volumes for each billable category in order to establish the total billing for the month. The State will be invoiced for the total billing less the compensating balance earnings for that month. All applicable costs are to be billed in this manner. No charges can be directly debited against the account(s).

The invoice and analysis are to be sent to:

The Department of the Treasury  
Office of Management and Budget  
Cash Management Unit  
33 West State Street, 5<sup>th</sup> Floor  
P.O. Box 221  
Trenton, New Jersey 08625

## **VI. SCOPE OF WORK**

### **A. Depository Accounts**

The State's initial requirements will include the establishment and maintenance of a General Treasury Motor Vehicle Account in each contract vendor bank and the accurate and timely processing of all banking services and reports related to these accounts. Each depositing location will be identified in this account by its own four-digit identifier code. Cash and check deposits to the General Treasury Motor Vehicle Agency Account(s) will be made every business day.

The Department of the Treasury, Cash Management Unit is solely responsible for the opening and closing of all accounts.

### **B. Routing Schedule**

Based on the information provided in **EXHIBIT A**, the vendor must provide armored car pick-up services daily, Monday through Friday. The pickup time window must be within the operating hours of the agency. No pickups will be required on legal State holidays. A list of State holidays will be provided to the vendor each calendar year.

During the contract term, some or all of the agencies may expand their services to include Saturday operations. At the discretion of DMV, armored car pickup services may also be required on Saturday.

If the DMV extends its days of operation to include Saturday hours, whole or partially, the State may choose to have either a Saturday armored car pickup, or waive the Saturday pickup and have a double deposit pickup on Monday, representing two days' deposits. The Monday double deposit, four bag, (one stop) pickup will not be considered a multiple stop for pricing purposes.

On any business day, if a regular facility fails to have one or both of its deposits available for pickup at the designated time established, and the bag(s) are carried

forward to the next business day, the 'next business day' stop will not be considered a multiple stop for pricing purposes. This missed deposit situation will be an exception to normal operations. Also, if extended hours are implemented in a regular agency, and two deposits are prepared in one day due to double shifts, this multiple bag pickup will not be considered as a multiple stop for pricing purposes.

Only the regional offices may be considered as multiple pickup sites for bidding purposes. The four (4) regional offices may be priced separately at the discretion of the bidder.

### **C. Security Deposit Bags**

The vendor must provide the disposable deposit bags for both the cash and check deposits for all armored car locations in the awarded zone(s). A 30% reserve supply per bag type must be factored into the total requirements for all agencies.

The disposable bags must be industry standard, with the size approximately 15" X 20". The bank must identify the name of the manufacturer, provide a detailed description of the bag and include ten (10) sample bags of each type (cash and check) with your proposal submission.

If there are to be any changes in the deposit bag(s) during the contract term, both DMV and Treasury, Cash Management, must be notified. The bags must be approved by DMV and the Department of Treasury prior to their official use. The bag must be the same quality or better than that originally proposed. Any cost incurred in changing bags and/or an increase in the price of the bag as a result of the change will be borne by the bank.

The cash bag must be opaque in design and contain an outside window pouch to hold the cash deposit slip(s). The check disposable bag must be clear in design, and the check deposit slip(s) will be sealed inside the check bag.

No less than a three (3) months supply of bags (both types) must be on hand at each facility prior to contract commencement. It will be the responsibility of each facility to

request no less than a three months supply of bags per order as the need arises. The vendor must deliver an agency's bag order within three (3) business days of the request. The storage capabilities at each facility will determine the quantity of bags that can be maintained at each site. The vendor must define the proper receipt procedure for the delivery of the deposit bags to the agencies.

The cost for the bags will be borne by the contract vendor. A per bag charge will be acceptable only when the total bags used per depository account, including the reserve bags, over a twelve month period, exceeds the annual requirements in aggregate for all agencies in any awarded zone(s).

For example, one agency in a zone may go over its allotted amount of bags (including its 30% reserve), but if the number of bags in aggregate for the zone is under the designated number that is to be provided by the bank under the contract terms, there would be no charge to the State for that individual agency exceeding its usage limit.

After the first 18 months, and every subsequent 12 months, the bank must submit a report to DMV identifying the number of bags provided to each agency for the first (and subsequent) twelve-month period(s). The vendor must be able to support the disposable bag deliveries per agency with properly authorized delivery receipts.

The annual bag requirement per standard agency would be computed as follows:

250 working days per year  
x 2 bags per day  
500 bags per year  
x30 % reserve  
150 reserve bags per agency/year

**Total** disposable bags:  $500 + 150 = 650$  bags per year per standard agency

Currently, the only exception to the two bag requisite is in the Wayne Regional Office, which generates four (4) bags per day.

If extended hours causing double shifts, result in double deposits per day, and/or Saturday hours are implemented requiring additional bags, the extra bag requirements can be added to the original volume usage. A per bag charge will be allowed when the volume of bags used for the year exceeds the original annual volume requirement based on the calculations as denoted above.

#### **D. Deposit Preparation Procedures**

A separate deposit bag will be used for each deposit type - cash and checks.

##### **1. The Cash Bag Preparation**

The bank must detail its bill strapping procedure in its proposal. This procedure will be incorporated into the agencies' deposit procedures manual. The cash deposit preparation procedure must also be included in the bank's initial and annual training agenda.

The cash deposit slip(s) will be placed in the outside window pouch of the opaque cash bag. The date placed on the deposit slip will correspond to the business day of its receipts and not the date of deposit pickup, generally one day later.

On occasion, a "special item" cash deposit, with a separate deposit slip may also be included in the cash bag. These deposits generally are for small amounts (sometimes just a few dollars) and have no specific deposit pattern. The "special item" deposit slip will also be placed either inside the bag or in the outside pouch of the cash bag. The bank must not charge a separate cash-processing fee for this small "special item" deposit. The placing of the "special item" deposit slip either inside or outside of the bag will be left to the discretion of the bank. The bank must explain in its response how it would prefer the agencies handle the "special item" deposit slip.



The "special deposit" volumes for fiscal year 2002 were:

	<u>Volume</u>	<u>Amount</u>
Zone #1:	58	\$10,730.50
Zone #2:	28	\$3,003.93
Zone #3:	15	\$1,770.50

## **2. The Check Bag Preparation**

The bank must define the check deposit procedure/guidelines in its proposal and include this procedure in the initial and annual training agenda. This procedure will be incorporated into the agencies' deposit procedures manual. The checks will be stamp endorsed with an individual location and identifier code number. The bank must provide the endorsement stamps for each agency (two stamps per agency).

After check deposit preparation, the check deposit slip will be placed on the inside of the clear disposable bag and the bag will be properly sealed. The date placed on the deposit slip will correspond to the business day of its receipts and not the day of the deposit pickup, generally one day later.

On occasion, a "special item" check deposit with its own deposit slip may be included in the daily check bag. For this special deposit, the number of checks will be small, and there is no identifiable deposit pattern. The number of "special item" check deposits for fiscal year 2002 was:

	<u>Volume</u>	<u>Amount</u>
Zone #1:	134	\$18,430.12
Zone #2:	68	\$4,169.74
Zone #3:	66	\$15,468.97

## **E. Deposit Slips**

The bank must supply an adequate number of multi-part deposit slips to each agency location prior to implementation (July 1, 2003) and as needed during the term of the contract. It will be the responsibility of each facility to request deposit

slips as the need arises. Delivery of the slips must be within ten (10) business days of request. The bank must determine the multi-copy requirement of the deposit slip to meet the bank's internal processing functions, taking into account one copy remaining with the agency.

The bank must identify in its proposal the contact person for the reordering of deposit slips, and must update this contact information as changes occur, or no less than annually.

Each deposit slip must include the following information:

State of New Jersey  
Department of the Treasury  
General Treasury DMV Account  
Camden (e.g.), "Four Digit Location Code"

Each deposit slip must be MICR encoded with:

The location code  
The account number  
The bank ABA number

#### **F. Deposit Pickup Procedure**

At the time of the scheduled deposit pickup, the armored car personnel must sign a receipt for the deposits. The receipts must be sequentially numbered, under the control of the courier, and if required, the courier must be able to account for all receipt numbers for control purposes. Upon request from the State, the deposit pickup receipt(s) must be provided to the State within five (5) business days of the request. The pickup receipts will be retained by the agencies for no less than two (2) years. The armored car carrier must retain the original receipt for a minimum of two (2) years with the ability to provide deposit tracking for the same two (2) year period.

The contract vendor will be totally liable for the security and contents of the deposit bags as soon as the agency is given the receipt(s) for the bags and releases the sealed bags to the armored car carrier personnel.

Each pickup location must have a list of the armored car personnel, a photo identification, an original or clear copy signature for all the armored car security personnel who will be picking up and signing for the deposits. The deposit receipt signatures will be verified each day prior to deposit release. No deposits will be released to an individual without this information on file at the agency. This list must be updated by the vendor as changes occur or no less than annually.

At the time of deposit delivery by the armored courier to the bank or money room, the armored car personnel must sign and retain a copy of a delivery receipt(s), time stamped, as proof of deposit bag delivery. The State may request, and the Bank must provide, a copy of this delivery receipt at any time within two years of the deposit pickup date.

It will be the responsibility of the contract vendor to insure that the proper standard and industry specific security controls are in place to prevent any unethical tampering of the bags and its contents from initial pickup at the agency to the final disposition of the bags.

Currently a bar code is used on the bags for identification and tracking purposes.

Other secure identification or deposit pickup/delivery procedures, if proposed and fully explained, will be evaluated; and at the discretion of DMV, may be considered as a viable alternative(s) to the manual procedure noted above.

#### **G. Deposit Discrepancies and Adjustments**

Information regarding all discrepancies and adjustments must be delivered to Treasury, Cash Accounting, within five (5) business days of the deposit date or the return of a deposited check and included with the daily bank statement. The

following detail information must be included for each discrepancy and/or adjustment:

1. Adjustment memo (debit or credit advice) to include the following:

- Bank account number
- Agency location code
- Deposit date
- Original deposit total
- Specific discrepancy and the amount

2. Adding machine tape

### **1. Cash Bag Discrepancy**

If there is a discrepancy in the cash deposit of \$100 or more, the bank or money room facility must contact the individual DMV agency by telephone either immediately upon discovery (if discovery is made during normal work hours), or no later than 10:00 a.m. the next business day after discovery. The bank must specifically identify: the discrepancy as to wrapper or special envelope (note initials on the wrapper or envelope), what denomination(s) is in dispute, identify the original deposit slip amount and the bank adjusted amount.

An on-line inquiry system identifying the cash deposit information for each agency is recommended. Within two days of the deposit date (to allow time for the deposit to be counted/verified by the money room), each agency, would have daily access to its own four-digit cash deposit information on-line to determine if the deposit was correct as prepared or if an error was found in the deposit and an adjustment was made. This procedure would allow each agency to confirm that its deposit was made timely and posted correctly; and if an error was made, research could commence immediately. The system must be configured so that each agency could access its own unique deposit information, but blocked from accessing any other agency's information.

An agency must have the ability to dispute the bank's cash deposit amount and make an appointment to view the videotape of the money-counting operation

pertaining to the disputed deposit. The vendor must provide good quality tape for reviewing purposes. The videotape must show a clear view of the sealed bag, then the bag being cut and the contents removed and subsequently counted, without any disruption in the tape.

The tapes must be available for review for a reasonable amount of time (no less than three months) after the deposit date. Specify in your proposal the length of time tapes are retained by the money room and available for review.

## **2. Check Deposit Discrepancy**

If there is a discrepancy in the check deposit, the bank must contact the individual DMV facility by telephone either immediately upon discovery (if discovery is made during normal work hours), or no later than 10:00 a.m. the next business day. The bank must identify the deposit date and explain the difference as follows:

- The deposit lists more checks than actual: identify the number of checks in the bag versus the actual number listed.
- The deposit lists fewer checks than actual: identify the number of checks in the bag versus the actual number listed.
- The number of checks is correct, but the bank total is different from the deposit/adding machine tape total: identify the check number and the discrepancy (e.g., \$53.50 reported vs. \$43.50 actual).
- On a rare occasion, the number of checks is the same, but the tape has added incorrectly (this can be caused by an adding machine not being cleared before starting a new task). Note and document this fact.

In an attempt to resolve the discrepancy timely, the information from the bank to DMV may be electronically transmitted or faxed.

An on-line check inquiry system, with all the same features/functions as described for the on-line cash deposit inquiry system, is recommended. The check deposit information should be made available within one day, or no later than two days, after deposit date. The system must be capable of housing a minimum of two months of historical check deposit data on-line.

#### **H. Deposit Credit**

All deposits picked up each day must be processed for collection and credited to the State account the same day. Availability of this deposit must, at a minimum, be reflected in accordance with the standard Federal Reserve Availability Schedule. Cash and "on us" checks must receive same day availability as pickup date. Any deviation from the expected availability of deposits stated above must be fully explained. Any delay in deposit credit based on this procedure will result in the bank compensating the State for its lost earnings at the thirteen week T-Bill rate. Consideration may be given for late deposit credit for conditions beyond the vendor's control that would cause a delay in delivery to the check processing facility or money room, e.g., severe inclement weather, accidents, unexpected detours, and occasional mechanical breakdowns. It will be the responsibility of the vendor to determine the optimum routing schedule to avoid delays and late deposits.

The State, at its sole discretion, may waive any compensation if the delay in deposit credit was beyond the reasonable control of the vendor.

When the bank has failed to provide credit to the State for an entire deposit, the bar code information or a DMV deposit receipt, signed by an authorized armored car personnel, will be considered as recognized proof of deposit to the bank. Within thirty (30) days of the State furnishing to the bank the deposit receipt information, the bank must credit the State for the total deposit amount and compensate the State for its lost earnings, at the thirteen week T-bill rate, for the period of time from the date of the armored car deposit pickup to the actual deposit credit date.

For all deposits, credit must be given for the amount shown on the deposit slip. No changes are to be made to the original deposit slip. Any adjustments are to be reflected on separate adjustment memoranda.

**EXHIBIT E** details the motor vehicle revenue statistics for fiscal year 2002. For motor vehicle agency security purposes, all revenue information must be considered restricted material and not for general publication or distribution.

#### **I. Dishonored Checks**

The bank will immediately redeposit checks that are not honored the first time because of insufficient funds. Only after a check is returned a second time will the DMV account be debited.

All advices of charges, together with the original returned check item(s) will be delivered to **Treasury, Cash Accounting** within five (5) business days after debit to the account. The debit memo must contain, at a minimum, the following information for each returned item:

- Bank account number
- Reason for return
- Date charged to the account
- Amount

#### **J. Electronic Transfer System**

The bank must provide Treasury, Cash Accounting, with a Wire Transfer Initiator System to be installed on one or more State personal computers. The system must be capable of warehousing data either at the host or at the bank until transmission execution date. The bank must identify in its proposal the optimum PC configuration for the installation of the bank's wire transfer system. The software must contain the proper security features to insure the protection of the data and to maintain the integrity of the system. An Internet-based wire transfer system with proven security features is an acceptable option.

An off-site backup wire transfer capability must be provided in the event that Cash Accounting personnel will not have access to their primary facility. This may be accomplished either via a manual phone-in call or through the Internet via an off-site personal computer. The bidder must explain their proposed backup procedure in the bidder's response to this RFP.

The bank must properly install and test each initiator system and provide adequate operational training to State personnel, along with a user manual and instruction in its use. The bank must provide on-going maintenance and emergency service when necessary. Cash Accounting must have access to a telephone hot line "help desk" during normal State working hours (8:00 a.m. to 5:00 p.m.). The bank must have a manual wire transfer backup procedure established in the event of an electronic transfer failure.

The bank must promptly respond to all wire transaction instructions no later than thirty (30) minutes after receipt of the instructions. It is the intention of the State to fully fund all electronic payments on transaction date. At any time during the day, if the depository account is placed into a temporary overdraft position as a result of an electronic payment, the State expects the bank to initiate all electronic payments when requested regardless of the temporary overdraft position.

The bank must explicitly state in its proposal if there are any restrictions, current or anticipated, self imposed or regulatory, that will prevent the bank from immediately complying with the State's request to transfer funds as requested.

#### **K. Agency Coin and Currency Requirements**

On an as needed basis, the vendor must supply each agency with coins and currency. The total exchange amount will not exceed \$1,000 and many can operate with much less.

The agencies will not know their needs until the close of the business day. Therefore, ordering and delivery may be made in the same day, or at the earliest, the



ordering will be the night before. When an agency is ready to order a coin/money pack, a phone call will be placed to the vendor; or if an on-line system is provided, the on-line system will be used.

Whatever forms are required for this function, if any, must be supplied by the vendor.

As an example, an agency with a \$1,000.00 order would need the following at the start of a day:

Ones	\$200.00
Fives	200.00
Tens	350.00
Twenties	200.00
Quarters	40.00
Dimes	5.00
Nickels	4.00
<u>Pennies</u>	<u>1.00</u>
Total	\$1,000.00

The most likely daily amount needed will be 100 to 200 ones and \$10.00 to \$20.00 of quarters. Five, ten and twenty dollar bills are needed less frequently. Coins, except for quarters, are needed sporadically.

The procedure, order-time requirements, and the minimum order amount in both coin and/or currency for this service must be fully explained in the vendor's technical proposal. In order to maintain anticipated cash on hand intraday, the DMV will consider other feasible vendor recommendations to meet the agencies' cash needs.

The change pack procedure must be fully explained during the training session.

## **L. Reports**

### **1. Deposit Report**

Two validated copies of each deposit slip must be delivered to the DMV central office no later than 9:00 a.m. on the second business day after the deposit credit date along with a Daily Location Summary Deposit Report.

The Daily Location Summary Report must include the deposit date and the debits and credits for each depositing location.

This information must be delivered to:

Division of Revenue  
Cash Control Unit  
160 South Broad Street  
Trenton, New Jersey 08646-0149

In lieu of paper copies, the Division of Revenue would prefer an on-line inquiry/communication system with the ability to download computer-generated reports to a Division of Revenue PC. See **EXHIBIT F** for an example of the computer generated deposit report.

### **2. DMV Cash Control Discrepancy Report**

This monthly report must list all discrepancies that occurred during the month. This report will be an ad hoc report to be delivered to Revenue, Cash Control, (see address above) one week after the calendar month in which the services were provided. This report must list each discrepancy, the deposit code identifying the agency, the amount of the discrepancy, and the resolution, reasonable clarification or status of the deposit in question.

Dishonored checks are not to be included on the Discrepancy Report.

#### **M. Bank Statements**

Daily bank statements, which must include the sub-total for each depositing location, must be delivered to **Treasury, Cash Accounting**, within three (3) business days from the day of the deposit pickup/deposit credit date. The daily bank statements must include the following information:

- Location code for each deposit
- Amount of each deposit (cash and check)
- Sub-total for each location code
- Listing of all debits and credits by location code
- Grand total of all deposits

In lieu of paper copies, Treasury, Cash Accounting, will accept computer-generated bank statements capable of being downloaded to a State PC. The vendor must provide, at no additional cost, all additional software and/or hardware necessary to produce printed copy, from the downloaded file, upon OMB's existing system configuration. This shall entail a minimum of two separate locations.

#### **N. Claim Procedures**

The bank must describe its claim procedures for all of the following items and any other items that the bank deems appropriate to define:

- Missing deposits
- Coin pack errors
- Counterfeits
- (Other)

The counterfeit procedure and liability issues must be clearly defined. If the audit trail cannot be clearly traced back to a DMV deposit, DMV will reject any imposed liability.

## **O. Balance Reporting**

For the depository account that will be established, the bank will be required to provide automated balance reporting in the BAI format to Treasury, Cash Management, by 7:30 a.m. every working day. The report will include at a minimum the following fields of information:

- Ledger balance
- Collected balance
- Total credits
- Total debits
- One day float
- Two day float

## **P. Training**

A DMV agency training program must be provided by the bank prior to implementation and annually if requested by DMV. All relevant deposit preparation procedures and general armored car security information must be included in the training agenda. The entire training program must be covered within a three-hour period. The complete training package must be reviewed and approved by DMV and the Department of the Treasury prior to training.

Three days of training, for a total of six sessions, will be required prior to contract implementation - one-day training per zone broken down into two, three-hour sessions. DMV will provide the training facility. The agenda should include the following topics:

- Armored car function: security; scheduling; timeliness; receipt procedures
- Deposit preparation procedures: checks; cash; and special deposits
- Deposit bag and deposit slip ordering procedures
- Coin pack orders
- Claim procedures
- General safety/security measures
- Question and answer period

Any other relevant information not noted above or possible exhibits should be presented in your training outline and included in your proposal submission.

At the discretion of DMV, one refresher training session per zone (three hours per session/zone) may be required each year for the duration of the contract.

A (one-time) separate training program will be required for Revenue's central office location and Treasury, Cash Accounting. The bank must provide adequate training to ensure that the on-line inquiry/communication reporting system and wire transfer system is thoroughly understood, that all software is operating satisfactorily and State personnel correctly interpret all report information and can identify the codes indicated on all reports that are to be delivered to the State. Follow-up training will be required only if the bank modifies/upgrades its software resulting in system procedural changes.

A minimum of one set of operating manuals must be provided to the State.

The bank must include the name(s) of the individual(s) who will be conducting the training programs along with a brief summary of their background and or training experience.

**Q. Vendor Contact Personnel**

The bank must appoint a senior officer (vice-president or above) and a qualified substitute as a representative for contact and liaison with the State. This representative will be solely responsible for insuring that the contract requirements are met, implementing State instructions and resolving problems that may arise on a day-to-day basis during the term of the contract.

The bank must provide the lines of communication (proper contact personnel, names, location and telephone numbers) for immediate response to any request for information pertaining to the account.

The State requires that the vendor designate a minimum of two individuals, (one primary and one backup) who will be responsible for the daily inquiries, problems, initial and on-going training, etc., including, but not limited to the following categories:

- Armored car services
- On-line inquiry
- Cash bag discrepancies
- Check bag discrepancies
- Coin pack deliveries
- Bank statements
- Daily balance reporting
- Wire transfers
- Reports
- Invoice and bank analysis
- Training
- Supplies
- Counterfeit bills

The vendor contact list must be updated as changes occur, or no less than annually.

#### **R. Implementation Schedule**

Based on the information provided in the Scope of Work and relevant Exhibits, provide an implementation schedule starting with the anticipated award date to contract commencement, July 1, 2003 and beyond if necessary. Include proposed training dates and State personnel commitment during the conversion period.

## **VII. EVALUATION CRITERIA**

The State must be satisfied that the bank has the necessary technical expertise, experience and resource capabilities to satisfactorily perform the requisite services stated in this request. The State reserves the right to obtain any information from an independent source to evaluate these criteria. Selection of other than the apparent low bid will be fully documented. An award will be made to that responsible bidder whose bid proposal, conforming to the RFP, will be most advantageous to the State, price and other factors considered.

The following general criteria, not necessarily listed in order of significance, will be used to evaluate the vendors' proposals. A more detailed evaluation worksheet may be developed which may expand on the technical requirements of the RFP. The State reserves the right to request additional information prior to contract award.

- The bank's overall response to the questions in SECTION VIII.
- Prior overall experience with similar services.
- Response to possible follow-up inquiries.
- The inclusion in the bank's bid of any proposed limitations of bank liability that are in addition to existing laws and regulations.
- Commitment to servicing the DMV facilities.
- Clarity and completeness of the required reports.
- On-line capabilities.
- The adequacy of the security measures and contingency plans.
- The vendor's commitment to provide adequate physical and personnel resources to satisfactorily meet the requirements of the RFP.
- The State's overall assessment of client references, including prior or current services provided to the State.
- Quality and commitment to customer service.
- Implementation plan.
- Training.
- Any other information that would assist the State in the selection process.
- Cost.

## VIII. VENDOR RESPONSE

The vendor is encouraged to prepare responses to the questions listed below which will demonstrate the vendor's understanding, experience and ability to adequately provide the services required in this Request for Proposal (RFP). The vendor must address each question in its entirety providing details when warranted. The bidder is encouraged, in their response document, to expand upon any issue, RFP statement or RFP requirement that it deems not adequately addressed by this RFP.

Any deviation to the terms, conditions, payment method or technical specifications must be clearly noted and fully explained. Proposals may be judged materially non-responsive if they do not meet the terms, conditions, payment method, or contain any qualifying statements made by the bidder relative to this RFP's requirements. However, each bidder is given latitude with respect to the detail it elects to proffer. Further, each bidder is cautioned that insufficient detail may result in a determination that the bid proposal is materially non-responsive or may result in a low technical score. The bidder is instructed to clearly identify any requirement of this RFP that the bidder cannot satisfy. However, the State reserves the right to accept any minor deviations if it is deemed to be in the best interest of the State.

The bidder assumes responsibility for the complete effort required in this RFP. No special consideration shall be given after the bids are opened because of a bidder's failure to be knowledgeable of all the requirements of this RFP. By submitting a proposal in response to this RFP, the bidder represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

IDENTIFY THE **ZONE(S)** FOR WHICH YOU ARE BIDDING. IDENTIFY ANY AND ALL SUBCONTRACTORS, ITS OFFICERS, THE CONTRACTUAL ARRANGEMENTS MADE THEREWITH, AND STATE WHAT SERVICES WILL BE SUBCONTRACTED.

1. Briefly acknowledge your understanding and acceptance of all the TERMS AND CONDITIONS, OTHER MANDATORY PROVISIONS and PAYMENT METHOD AND TERMS as stated in the RFP.



2. Include a description of the corporate structure of the bank. Also, provide the names of the officers and management personnel who will be responsible for the fulfillment of the services requested herein. See SECTION VI. Q. Vendor Contact Personnel for specific categories.
3. Include copies of any and all written agreements that your bank requires for any of the services requested herein. No additional agreements will be accepted after the bid due date, unless they are related to out-of-scope requirements/enhancements that are initiated by the State.
4. For reference purposes, provide the names, addresses, contacts and telephone numbers of three (3) of your present customers for whom the bank is providing depository services, and three (3) customers for whom you are providing armored car services.
5. Does your bank use any statistical quality control measures to evaluate cash management services? If so, provide the results for those services for the latest twelve months that are similar to those requested in this RFP. If not, explain the bank's internal productivity standards and quality control procedures. Briefly explain your security measures and disaster recovery procedures for all services requested in this RFP.
6. Briefly describe the bank's customer service operation, procedures, turnaround/response times, and staffing. Complete customer service capabilities and resources may be reviewed at an oral presentation or viewed and critiqued by the committee if a site visit is requested by the State.
7. Identify the locations for the check and cash processing facilities that will be utilized for this project for each zone, if applicable. Explain in detail the bank's check and cash processing procedures.
8. Describe the bank's problem resolution process for missing deposits, deposit amount differences, coin pack issues, and account adjustments.

9. What information will be required from the State to make a claim? What is the reasonable or acceptable timeframe for the State to make a claim and identify the additional cost, if any, for researching claims beyond the reasonable timeframe?
10. For each zone, provide a description of the armored car vehicles that will be used, where they will be housed, and the security surrounding the armored car facility(s). In the event of breakdowns, delays, absenteeism, etc., delineate your backup resources for both vehicles and armored car personnel.
11. Explain the procedure in hiring armored car personnel. What qualifications/experience do you require in armored car personnel candidates? What background checks are performed?
12. Explain in detail the procedure of the armored car pickup from its arrival on the premises to its departure, and the responsibility of the on-site agency personnel at pickup time. What is the optimum time spent on the premises at a standard agency and at a regional center?
13. How quickly can you adjust to changes in DMV pickup locations within the zone?
14. Under what circumstances/conditions, if any, will you pro rate the cost for armored car services?
15. Outline the procedure you recommend each agency to follow in preparing the cash deposit for armored car pickup. For the "special Item" cash deposit, do you agree with the specifications that the deposit ticket be placed in the outside pouch? Please discuss this issue.
16. Outline the procedure you recommend each agency to follow in preparing the check deposit for armored car pickup.
17. Explain the cash bag and check deposit discrepancy procedure and how DMV can best minimize discrepancies and deposit disputes.

18. Explain the money room's video surveillance system, in particular as pertains to the cash counting operation. How long are the cash counting tapes retained for review purposes?
19. Explain the coin pack ordering and delivery procedure, specifying the minimum amount that can be ordered in coins or bills. What recommendations can you suggest to help the agencies have anticipated cash on hand intraday to meet the change needs of their clients?
20. Describe and identify by manufacturer the two security bag types you will be providing. Define the security bag features and the reasons for choosing this bag for use by DMV. Include no less than ten (10) sample bags of each type in your "Original" proposal.
21. Explain the various receipt procedures as pertains to:
  - Deposit bags pickup (cash and check)
  - Cash deposit bag delivery by armored car to the money room
  - Check deposit bag delivery by armored car to the check processing facility
  - Check and cash security bag supply delivery to the agencies
  - Coin and cash delivery to the agency
22. Describe the bank's Wire Transfer System and identify the optimum PC configuration for the installation of the wire transfer software. Explain the bank's wire transfer backup procedure, on-site and off-site.
23. Include a sample or mock-up of each report, including the bank statement, with explanations for codes, abbreviations, etc., that the bank will be providing to the State in meeting the requirements of this RFP. Through what media will the bank provide the Deposit Report?
24. Describe the capabilities of the proposed on-line inquiry/communication system that will be provided to the agencies and to the central DMV office for inquiry and reporting purposes. Internet reporting will be considered a viable option.

25. Describe your deposit slip reordering procedure and contact person. What is the multi-copy requirement for the deposit slip, taking into account one copy remaining with the agency?
26. Include a training outline and schedule for the DMV agencies (one day per zone). Specify the topics, including a brief synopsis of each, and the time allocated for each topic. Identify the trainers and include a brief summary of their background. If applicable, state what visual aid equipment you wish the State to provide during the training.
27. Include a separate training agenda for personnel at DMV (central office) and Cash Accounting. This training will incorporate the on-line inquiry/communication system and report explanations and the wire transfer system.
28. Provide an implementation schedule with details where relevant. Include proposed training dates and State personnel commitment during the conversion. Do you anticipate a post implementation meeting?
29. Include a summary of any problems that you might anticipate in meeting the requirements of this proposal and possible solutions to these problems.

## **IX. COST SCHEDULE**

Prices submitted are to be firm and fixed for the three year term of the contract and are to include all charges to meet the specifications of this RFP, such as vendor supplied forms, supplies, boxes, postage, travel, overhead, FDIC charges, profit, etc. Payment by the State will be limited only to those categories for which prices are submitted by the selected vendor.

Following are the pricing categories that may be appropriate for this RFP. When completing the pricing schedule, place an "NA" in any category for which a charge is not applicable. You must price for all options for "Armored Car Services," (Five Day Pickup, Six Day Pickup before noon, Six Day Pickup before 4:00 P.M.).

The bank may bid on any or all of the zones. Please identify clearly the zone(s) being bid. A separate cost schedule must be prepared for each zone unless all costs are exactly the same for all the zones. Each zone will be cost evaluated separately. The State reserves the right to establish one account per bank regardless of the number of zones awarded to the bank.

The armored car fee will be a monthly charge per location.

A price per security bag is requested in the event the bank must be compensated for bag usage beyond the requirements set forth in the RFP.

The initial training and annual training cost must be factored/bundled into the fee items listed and must not be presented as a separate cost item.

There cannot be debits against the State's account for any services.

## COST SCHEDULE

ZONE\_\_\_\_\_

### FIVE (5) DAY PICKUP

#### **A. Armored Car Services**

1. Five (5) Day Agency Pickup \_\_\_\_\_ /Location / Month
2. Five (5) Day Regional Office Pickup \_\_\_\_\_ /Location / Month

### SIX (6) DAY PICKUP (Saturday before 12:00 Noon)

#### **Armored Car Services**

1. Six (6) Day Agency Pickup \_\_\_\_\_ /Location / Month
2. Six (6) Day Regional Office Pickup \_\_\_\_\_ /Location / Month

### SIX (6) DAY PICKUP (Saturday before 4:00 P.M.)

#### **Armored Car Services**

1. Six (6) Day Agency Pickup \_\_\_\_\_ /Location / Month
2. Six (6) Day Regional Office Pickup \_\_\_\_\_ /Location / Month

**B. Depository Services**

- |  |                          |
|--|--------------------------|
| 3. Disposable Bags:                                  | _____ /Cash Bag          |
|  | _____ /Check Bag         |
| 4. Account Maintenance                               | _____ /Account / Month   |
| 5. Check Processing Fee                              | _____ /Check Processed   |
| 6. Re-deposit Item                                   | _____ /Item Re-deposited |
| 7. Return Item                                       | _____ /Return Item       |
| 8. Wire-transfer (out)                               | _____ /Wire-out          |
| 9. Cash Bag Processing                               | _____ /Cash Bag          |
| 10. Coin Pack Service<br>(Price as appropriate)      | _____ /Delivery          |
| 11. Endorsement Stamps<br>(Original and Replacement) | _____ /Stamp             |
| 12. Claims Research<br>(Beyond reasonable timeframe) | _____ /Research          |

**C. Reporting Services**

- |  |                        |
|--|------------------------|
| 13. Daily Computer-Generated Deposit Report  | _____ /Report          |
| 14. Inquiry/Communication System<br>(Specify all related costs for agency inquiries<br>and Revenue central office inquiries) | _____<br>_____         |
| 15. Balance Reporting in BAI Format  | _____ /Account / Month |